

Developing Co-produced Mental Health Services

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Introduction

We are committed to putting the people who use our services at the heart of everything we do. Involving the people who use our mental health services to help us shape and deliver services in a way that suits the people using them. Historically this has often been undertaken in a tokenistic way which has further broken the trust between those people using and those providing the service. There has been no clear and ongoing strategy to ensure true co-produced services.

Project Description

Set up task and finish group to:

- Develop SU Strategy
- Recruit to SU Link post
- Produce participation leaflet
- Link with STP work



The Parable of the Blobs and the Squares

<https://www.youtube.com/watch?v=C107PQ3h8Kk&spfreload=10>

Key Findings

- People using mental health services feel that their voice is not heard
- There are some areas of good practice, however this is not replicated across all teams.
- Some people feel that from commissioning to delivery, only lip service is paid to co-production.
- Services do not adequately reflect on or use the feedback that is received
- There are currently limited feedback mechanisms being used within mental health services

Conclusion

The work to date shows that there is a real appetite for change within mental health services.

People who use the service, their families and carers have already given time and effort to help turn the vision into reality. It will take time to rebuild trust in the service. The current work to realign MH services to ensure they are person centred is the ideal opportunity to show, by our actions, that there is a shift in culture and how things are done.



Project Goals

Improving service user and carer satisfaction with our mental health services by developing and providing truly co-produced and collaborative services for people on the Isle of Wight.



How will we know the strategy is successful

- Reduction in complaints and concerns
- Increase in compliments
- Improved Qualitative feedback
- Improved recovery outcomes



References

Arnstein, Sherry R. (1969)
'A Ladder of Citizen Participation'
Journal of the American Planning Association, 35:4, 216-224

Wessex Voices-
<http://www.wessexvoices.org/>

CONTACT INFORMATION

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